# Supplier Portal – Clearing Error When Opening PDF Attachments

Occasionally an error may occur when opening attachments in the Supplier Portal. This error is most likely due to an issue with the Adobe Acrobat Web Browser Plug-in. This document walks through the steps to clear and/or bypass this error, should it occur.

1.  The pictured error may come up when attempting to open an attachment in the Supplier Portal. Click OK on the error to continue. *Note: This error will not prevent you from viewing the attachment; however, you will need to click OK in order for the attachment to open.*
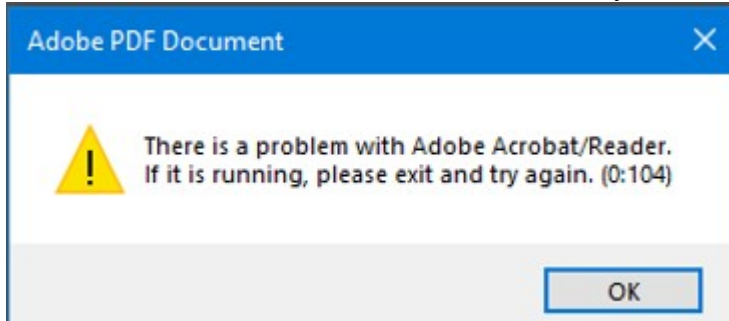


2.  You will be prompted to open or save the attachment. Select your preferred option and review the attachment.



3.  The following instructions will prevent this pop-up message when opening attachments in the Supplier Portal. Open Internet Explorer, and from the menu bar, choose Tools, then select 'Manage add-ons'.
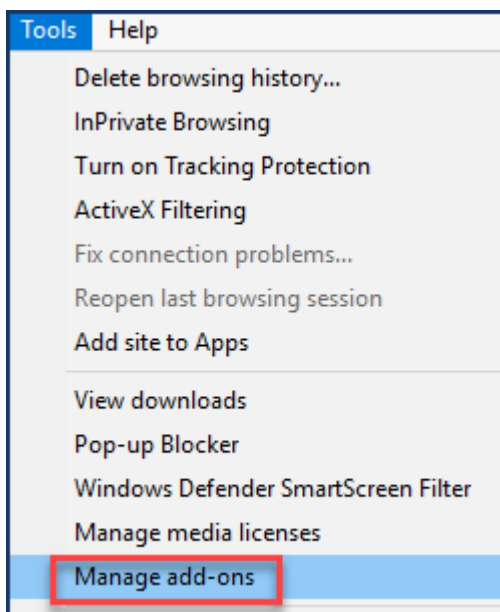
4. Under Add-on Types, select Toolbars and Extensions . In the Show menu, select All add-ons .
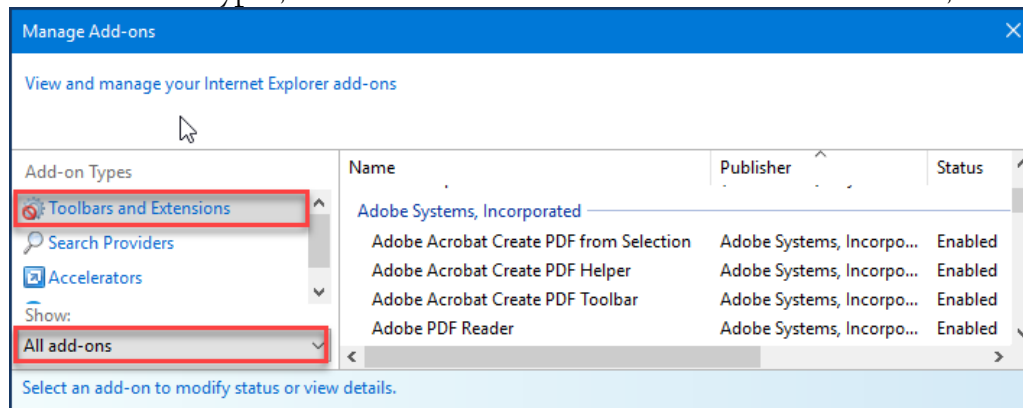


5. In the list of add-ons, select Adobe PDF Reader . Click the Enable or Disable button (depending on the status of the selected add-on). *Note: If the Adobe PDF Reader add-on is not present, try the other Adobe options on the menu.*
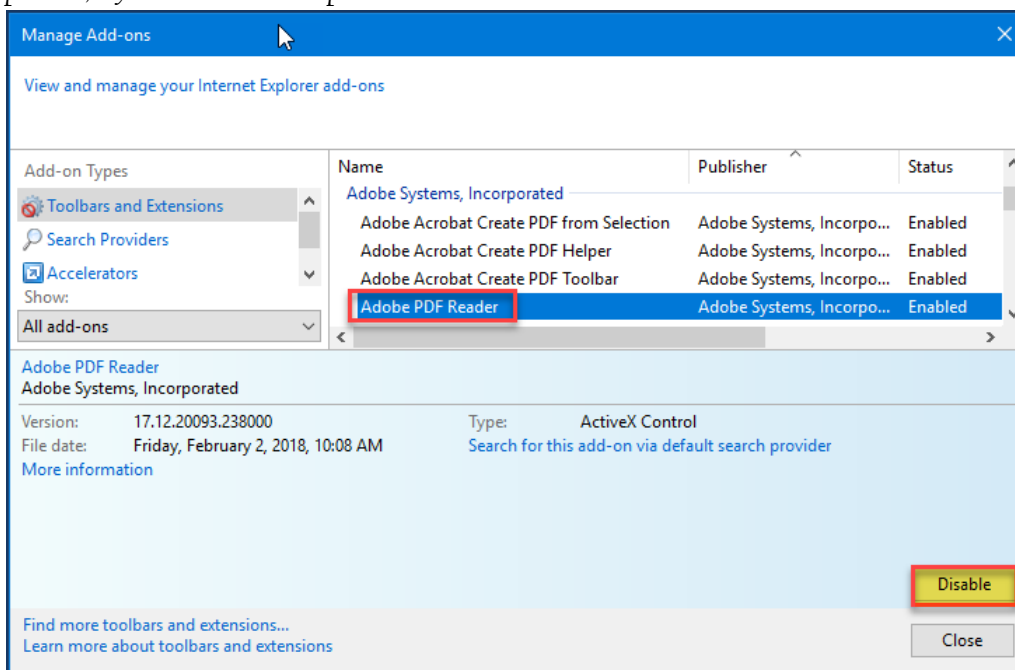


6. The next time an attachment is opened in the Supplier Portal, it should come up normally. For more information on this issue, please refer to Adobe's website.

If you have questions regarding Clearing Error When Opening PDF Attachments, please reach out to the Supplier Desk.